



State of New Hampshire Wellness Resources

2011

Disease Prevention and Health Promotion

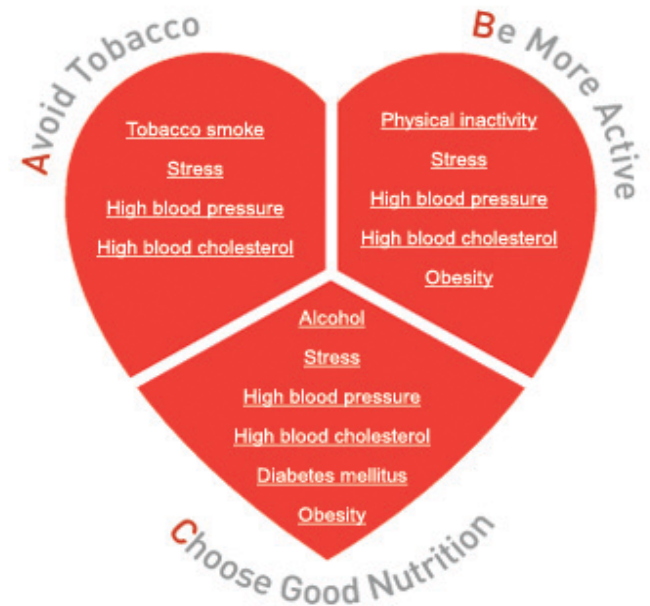
Chronic diseases – such as heart disease, stroke, cancer, diabetes, and arthritis – are among the most common, costly, and preventable of all health problems in the U.S.

- In 2010, *Potentially Lifestyle* related claims accounted for 54.5% of overall claims for a 3 year period in the State Health Benefit Program*



Prevention is the key!

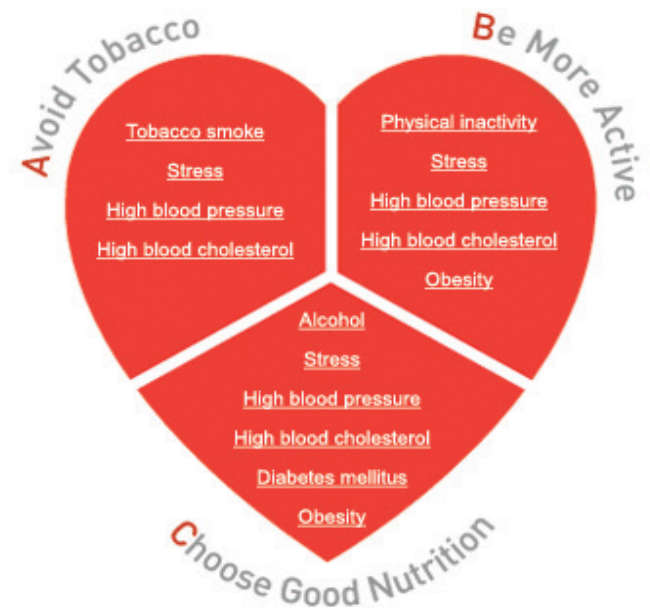
*Anthem



The Cost of Health Risk Factors

Four health risk factors – lack of physical activity, poor nutrition, tobacco use, and excessive alcohol consumption – are responsible for much of the illness, suffering, and early death related to chronic disease

- Health care costs for sedentary patients compared with physically active patients are \$1500 more per year (Anthem)
- Employers lose \$3,400 each year in health care costs, lost work days, and time off for smoke-breaks, for every employee who smokes (CDC)
- About one-third of the expected cancer cases will be linked to behavior related factors that are preventable such as obesity, physical inactivity, smoking and poor nutrition (Anthem)



When Health Care Costs Rise

Everyone Pays

As health care costs rise, the State has to pay more and employees are affected in terms of. . .

- Wages
- Training Programs
- Pension
- Jobs
- And More



Snapshot of Benefits Program

FY2010 Plan Costs

All Costs *		\$ 247,300,000	
Benefit Plan	Employees Active & Retirees	Spouses and Dependents	Total
Total	21,496	18,399	39,895

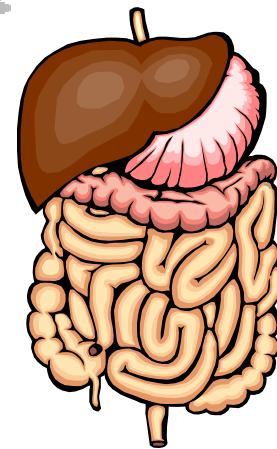
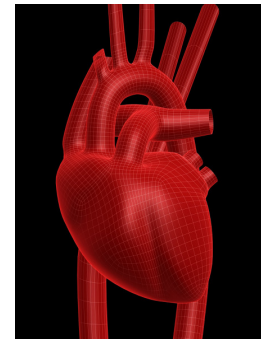
**Medical Claims, Prescription Drug claims, administration costs paid in FY2010*

Approximately \$70 million are attributed to
prescription drug costs

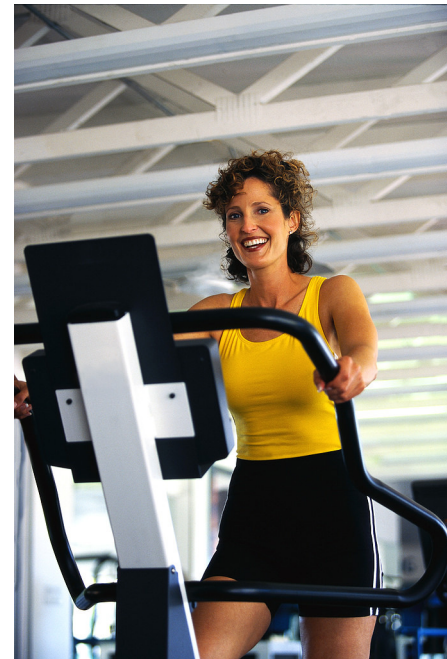


Top Five Cost Drivers For the State Health Program


- Orthopedics
- Cardiology
- Cancer
- Gastroenterology
- Endocrinology



Take Advantage of the Wellness Resources Available to You!



Preventive Screenings and Visits

N.H. Prevention Guidelines	
Effective April 1, 2008–March 31, 2010	
 Foundation for Healthy Communities	
<small>Developed by New Hampshire Health Plan Medical Directors and the Department of Health & Human Services</small>	
ROUTINE PHYSICALS	RECOMMENDED SCHEDULE
AGES 0–30 MONTHS	Birth, 1, 2, 4, 6, 9, 12, 15, 18, 24, 30 months
AGES 3–21 YEARS	Annually
AGES 22–39 YEARS	Every 3–5 years
AGES 40–49 YEARS	Every 2 years
AGES 50+ YEARS	Annually
RECOMMENDED DIAGNOSTIC SCREENINGS	RECOMMENDED SCHEDULE
Breast Cancer	Beginning at age 40, screening mammography every 1–2 years; beginning at appropriate age, discuss the risks and benefits of clinical and self breast exam ^{5,6}
Cervical Cancer	Pap smear within 3 years of onset of sexual activity or age 21 (whichever comes first) and at least every 3 years ⁶

\$0 CO-PAY!



Prevention is best.
Early detection is next!



Preventive health guidelines
As of April 2011

What is your plan for better health?

Make this year your best year for wellness. Your health plan may help pay for tests to find disease early and routine wellness exams to help you and your family stay well. Talk with your doctor (health care provider) about the care that is right for you.

Medical Self-Care



Anthem 

Care Management

360°Health

- 24/7 NurseLine
- Future Moms
- ConditionCare
- ComplexCare
- Comprehensive Medical Management

Anthem 

Online Tools and Resources

Health and Wellness

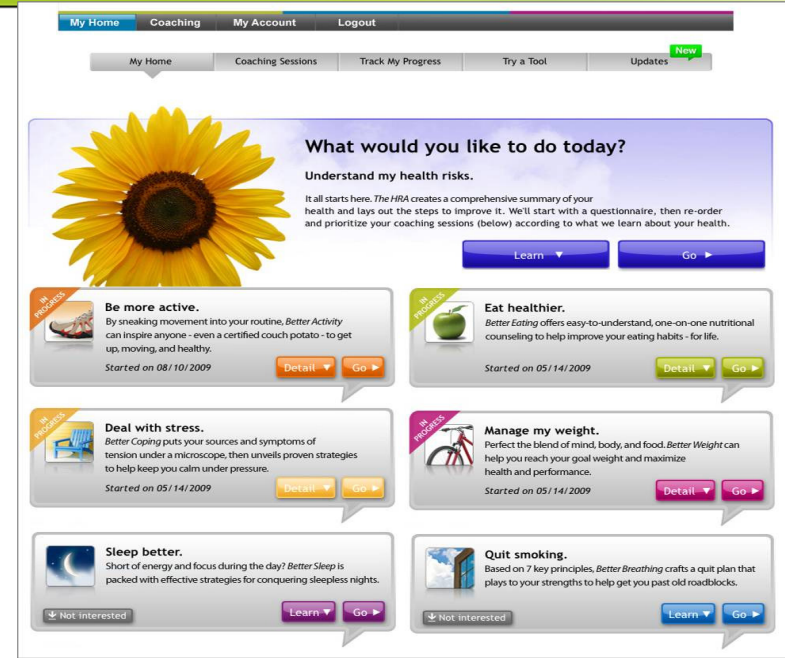
- Better Health Digital Coaching
- MyHealth Record
- Condition Centers
- Online Community
- AudioHealth Library

Log in at Anthem.com or call 1-800-933-8415

Health Assessment Tool (HAT)

Log in at anthem.com

- Health evaluation
- Action steps
- Online health coaching
- Progress tracking
- Your HAT is between you and Better Health. No one else!



- Health Program Subscribers get \$200 Health Reimbursement Arrangement for health and pharmaceutical co-pays when they complete a HAT.

For more information, visit admin.state.nh.us/wellness



Anthem Nurseline

The Anthem 24/7 Nurseline provides members toll-free access to trained registered nurses any time of the day or night

Call 1-800-544-1901



NURSE ON DUTY

**24/7
Nurseline**



- 24/7 access to a registered nurse
- Seamlessly integrates with our comprehensive suite of preventive care programs and wellness initiatives
- Helps guide appropriate use of health care services



Anthem Future Moms



Future Moms provides expectant moms with personal support to help promote a healthy pregnancy and delivery

Anthem 

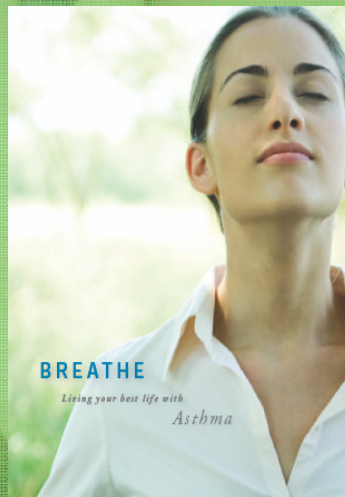
Future Moms



Anthem ConditionCare

Helps members manage these conditions:

- Asthma
- Diabetes
- CAD
- COPD
- Heart Failure



Worksheets for asthma

Ready to make your Action Plan?

Your Action Plan is based on asthma signs. You know these signs or symptoms and your peak flow. When some signs or symptoms occur, you need to use a short-acting rescue inhaler. Once you've tried your peak flow and asthma signs, you're ready to make your Action Plan. Fill in the blanks with your information, and you'll have your Action Plan ready to use at your next appointment. You'll need the results from your tests at 24 and 26.

SYMPTOMS	ACTIONS
GREEN ZONE THINGS ARE GOING WELL • I have no symptoms of cough, wheezing or chest tightness. • I can do my usual activities. • Peak flow is 80% or more of my personal best (200% or more of my personal best) Find this on Worksheet 2.	Continue to take the long-term controller medicine as instructed on every day. Medicine _____ How and when to use it _____
YELLOW ZONE ASTHMA IS STARTING TO GET WORSE • I'm coughing or wheezing or have chest tightness or other signs of asthma. • Symptoms last more than 2 days. • I can't do some but not all of my usual activities. • Peak flow is 50% to 79% (20% to 79% of my personal best) Find this on Worksheet 2.	• Take _____ (s) of my quick-relief medicine called _____ (s) _____ times. • If symptoms don't get better or my peak flow has not returned to the green zone in 3 days, then _____ • Take _____ (s) of my medicine called _____ (s) _____ times a day. • Begin or increase treatment with controller medicine. Take _____ (s) of _____ every _____ • Call my doctor at _____ • Call my doctor at _____
RED ZONE ASTHMA IS GETTING WORSE • I'm very short of breath. • I can't do my usual activities. • Quick-relief medicine doesn't help or my symptoms don't get better after 24 hours in the yellow zone. • Peak flow is 30% or less (10% or less of my personal best) Find this on Worksheet 2.	• Take _____ (s) of my quick-relief medicine called _____ (s) _____ times. • Begin or take more controller pills. Take _____ (s) of _____ • If I cannot control my asthma, I need to go to the emergency department. The phone number is _____ • Other doctor's name and address _____ • Other doctor's phone number _____

Be sure to make copies of your completed Action Plan and put it where you can reference it in an emergency.

Your diabetes care checkups

Taking an active role in your diabetes care puts you in control of your health. Team with your doctor and Nurse Coach to learn how to best take care of yourself and manage your diabetes. You can call your Nurse Coach 24 hours a day, 7 days a week. Use the toll-free number listed on your welcome letter and program magnet.

How the following information available when you use your doctor or have a phone call checked with a Nurse Coach. Find this information at home for your records.

- Your A1C test results.
- Your blood pressure and cholesterol levels.
- Your goals for managing your blood sugar, including how often you test and when you test.
- Details of any problems with high or low blood sugar.
- A list of all the medicines you take, including those for other health problems.
- Details of heart, blood, urine, eye or other tests.
- Details of any kidney, kidney or foot problems.
- Any changes or reactions to medicines.

Women and diabetes

Women diagnosed with diabetes, who are of child-bearing age, and who are pregnant or thinking about becoming pregnant, should consult with their doctor to learn more about how diabetes might complicate their condition.

Anthem ComplexCare

ComplexCare identifies complicated medical cases and responds to assist members.

Proactive member identification and engagement,
Integrated care

Helps reduce absenteeism, condition-related disability,
hospitalizations and ER visits



Worksite Wellness

Collaborates with State of NH Wellness Program and other partners. Provides wellness workshops*, blood pressure and body mass index screenings, and flu clinics.

- *Workshops focus on Better Health Digital Coaching, 360 Health Programs, Blood Pressure, Heart Health, Diabetes, Cancer Prevention, Stress in the Workplace, Healthy Aging, and Healthy Holidays**
- Help members take an active role in a healthy lifestyle**
- Encourage behavior change**
- Conveniently located at the workplace**
- Availability to all employees regardless of location**

Compass SmartShopper

Earn financial rewards by choosing cost-effective healthcare providers for common elective medical procedures and diagnostic tests

Incentive Reward Services Cover

Adenoidectomy

CT Scan

Knee Arthroscopy

Myringotomy

Tympanostomy

Ultrasounds (non-maternity)

Carpal Tunnel

Hernia Repair

Mammogram

Septoplasty

Bone Density Scan

Colonoscopy

Shoulder Arthroscopy

Tonsillectomy

MRI

EGD

For a comprehensive list of services and incentives or more information on how the program works, contact
Compass

Compassmartshopper.com

or

1-800-824-9127

M-F 8:30am-5:00pm



Employee Assistance Program (EAP)

What is it?

- Counseling Services
- Information & Referrals
- Professional Coaching

● ***Who is eligible?***

Any State of New Hampshire employee and their immediate family.

1-800-852-3345 ext. 4336

Business Hours

M-F 7:30am-4:30pm

www.dhhs.nh.gov/hr/eap/index.htm



How Do I Use the EAP?

1. Call Toll-Free

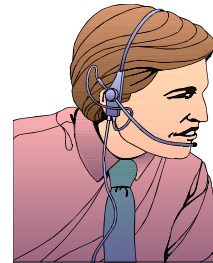
**1-800-852-3345,
ext. 4336**



2. Initial Consultation



3. Action Plan



Employee/Family Services

Educational Programs

Management Services

* Referrals

* Drug/Alcohol Testing

* Employee Orientation

* Respect in the Workplace

* Humor as a Stress Reliever

* Workplace Change

* Supervisory Coaching

* Management Consultation

* Work Culture Audit



Local Government Center

Pharmacy Benefits Administrator

- Offers Onsite Health and Wellness Workshops and Demonstrations
- EyeMed Vision Care Discount Program
- Member Service Call Center
 - Prescription Benefit Questions
 - ID Issues

Regular Hours

8:30 A.M. – 4:30 P.M., Monday thru Friday

Toll-free number

1.800.527.5001

Email address

sonh@nhlgc.org



CVS CAREMARK

Pharmacy Benefit Manager

1-888-726-1630

7 days a week, 24 hours a day

caremark.com

- Order Prescriptions - Conveniently manage your prescriptions anywhere
- Understand Plan and Benefits – Learn about your plan's benefits to help you save money
- Find Savings and Opportunities – Discover easy ways to help save on your prescriptions
- Learn About Medications – Stay informed by learning about your medicines and health conditions
- Ask-a-Pharmacist – Need extra help? CVS CareMark can help with your questions



Delta Dental

Phone 603-223-1234 or
800-832-5700

Website nedelta.com

Information on

- **Latest Dental Health News**
- **Oral Health Education**
- **Oral Health Products**
- **Find a Dentist**
- **My Oral Health Score**
- **And More!**

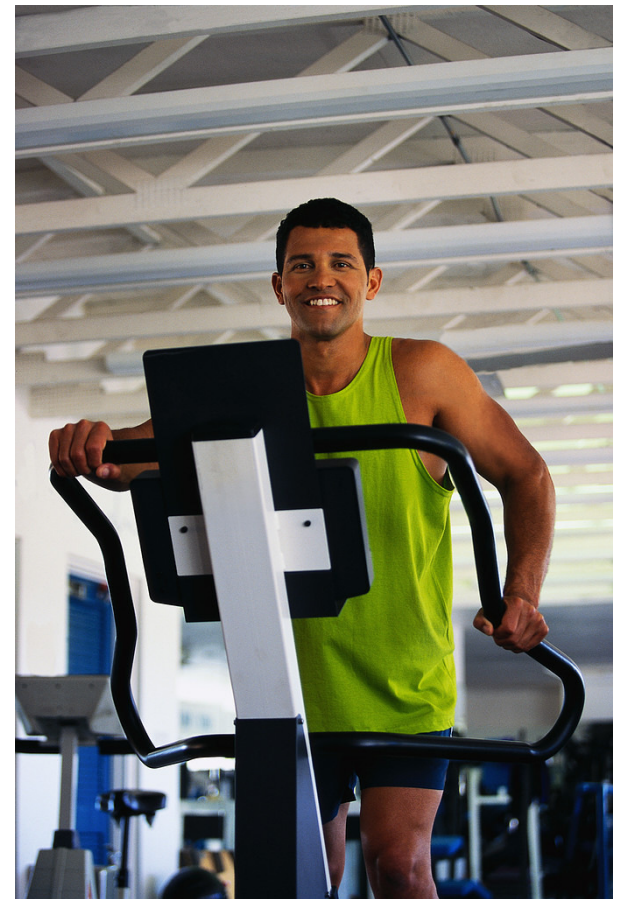




Wellness Benefits!

- Annual Health Assessment Tool (HAT) completion for a Health Reimbursement Account (HRA) incentive of \$200 for out of pocket health plan costs
- HMO plan- annual gym membership (\$450) or exercise equipment (\$200) per family
- HMO & POS - Annual Community Health Education Reimbursement Program (CHERP) (\$150) per family
- \$0 Co-pay for Preventive Visits
 - **Free Annual Flu Clinics**

For Forms and more information, visit
admin.state.nh.us/wellness/Wellness_Anthem.html



Tobacco Cessation

- Coverage for Physician-Prescribed Tobacco Treatment and Over-the-Counter (OTC) Medications
- Tobacco Cessation Counseling
 - EAP Freedom From Smoking Program
 - NH Tobacco Helpline 1-800-QUIT-NOW
(Free and confidential quit counseling)
 - Better Health “Better Breathing” Digital Health Coaching
 - Various Community Health and Education Providers



For more information, visit
admin.state.nh.us/wellness/docs/tobacco_flier.pdf

Examples of State Agency Wellness Participation

- Wellness Coordinators
- Tobacco Use Policy
- Leadership Wellness Role Modeling
- Wellness Challenges
- Health Fairs/On-site Workshops
- Walking Routes
- Newsletter/Email Distribution
- Healthy Food/Drink Choices
- Wellness-Focused Breaks
- And Much More!



State Wellness Website

admin.state.nh.us/wellness

Welcome to the State of New Hampshire Wellness Program - Windows Internet Explorer

http://admin.state.nh.us/wellness/

File Edit View Favorites Tools Help

McAfee

Welcome to the State of New Hampshire Wellness Pro...

an official NEW HAMPSHIRE government website

Employee & Family Wellness Coordinators

The State of New Hampshire Employee Wellness Program

Home
Human Resources
Walking Routes around State Agencies
Latest Employee Newsletters
Healthy Eating
Active Living
Alternative Health Services
Prevention Is Key
Tobacco Cessation
NH State Employee Flu Clinics
Employee & Family
Wellness Coordinators

Governor John Lynch

[A message from our Governor](#)

Health Benefit Advisory Committee (HBAC) Workgroup

The HBAC Workgroup promotes the importance of health and wellness to all state employees and their families. Please click [here](#) to find out more information on the HBAC and the workgroup.

Mission Statement

Establish a wellness program within New Hampshire which supports State of NH employees, retirees and their families in pursuit of greater health and well-being that serves as a national example.

Our Vision

The State of NH to have an employee and retiree wellness program that is fully integrated within state operations through partnerships and regarded as a National Model for employee and beneficiary wellness.

Our Initiatives

Links to your Benefits

- Compass
- Health
- Rx
- Dental
- FSA/HRA
- EAP
- Benefit Forms on the HR Website

For a complete list of your employee benefits, please visit the Human Resources website.

Click here to stay on top of your preventive screenings, and earn cash incentives by using the **Compass SmartShopper Program**.

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Stay Informed and Let Us Know What You Think!

- Interest Surveys
- Wellness Workshops
- Read the Newsletters
- Use the Resources
- Get Involved
- Show Your Support
- Include Your Family



2009 Wellness Interest Survey

The State of NH Employee Wellness Program encourages each agency to take advantage of the many wellness workshops, interactive health demonstration and informational resources available through our vendors, as well as through other State agencies. Please place an "x" next to the workshops and screenings that you would like further information on in order to implement in your worksite. These workshops are provided by the Local Government Center (LGC), unless otherwise noted.

Workshop Topics (generally one hour in length, unless otherwise noted)	Interactive Health Demonstrations
Health <ul style="list-style-type: none"><input type="checkbox"/> Understanding Your Health<input type="checkbox"/> Self Care<input type="checkbox"/> Injury Prevention for Weekend Warrior<input type="checkbox"/> Fitness 101<input type="checkbox"/> Nutrition 101<input type="checkbox"/> Obesity: What Can You Do?<input type="checkbox"/> Men's Health: Tune Up for Life<input type="checkbox"/> Women's Health	<ul style="list-style-type: none"><input type="checkbox"/> Skin Analyzer – The Skin Analyzer machine can help employees learn more about the power of prevention by providing an individual assessment of skin damage caused by the sun. Participants will also receive skin damage prevention tips.<input type="checkbox"/> Grip Strength Dynamometer– The Grip Strength dynamometer provides a useful and quick assessment of participants' general upper body strength.<input type="checkbox"/> Simulated Smoker's Lung Demonstration– This graphic demonstration can increase employees' awareness of the dangers of smoking by visually illustrating how a diseased lung looks and functions in comparison to a healthy lung.<input type="checkbox"/> Body Fat Analysis – The bioelectrical impedance body fat monitor sends an extremely weak current through the body and then accurately estimates body fat percentage in comparison to muscle mass.<input type="checkbox"/> GloGerm Demonstration– GloGerm provides awareness on how easily germs can spread and how proper hand washing can minimize the risk of developing illness from germs.<input type="checkbox"/> Fatal Vision Goggles– Driving while you are tired has been likened to driving under the influence. This training tool vividly demonstrates the concept of impairment and the dangers of driving while fighting fatigue.
Mental Wellness <ul style="list-style-type: none"><input type="checkbox"/> A Piece of Peace<input type="checkbox"/> Sleep Smarts: Improving Sleep Habits<input type="checkbox"/> Sleep Smarts: Improving Sleep Habits for Shift Workers	<ul style="list-style-type: none"><input type="checkbox"/> Sit and Reach Box – A certain level of flexibility is essential for
Workplace <ul style="list-style-type: none"><input type="checkbox"/> Back Safety<input type="checkbox"/> Blood Borne Pathogens<input type="checkbox"/> Ergonomics<input type="checkbox"/> Flood Water Exposure and Disease Prevention<input type="checkbox"/> Zoonotics: Properly Handling "Road Kill"<input type="checkbox"/> Burnout (EAP)<input type="checkbox"/> The Grieving Workplace (EAP)<input type="checkbox"/> Workplace Change Part 1 (EAP)<input type="checkbox"/> The Power of Positive Thinking (EAP)	



Utilize These Web Tools and Resources

- Anthem's Website anthem.com
- NH Health and Human Services
dhhs.nh.gov
- NH Healthy Eating Active Living
healnh.org
- Centers for Disease Control and
Prevention cdc.gov



Questions?



Michael Loomis

State Wellness Program Specialist

271-4103 or michael.loomis@nh.gov

